

## **Appendix A**



## APPENDIX A: STATEMENTS OF INTEREST

### **I. People with family members or friends in prison**

**Janie Canino**, who lives in Texas, regularly accepts long distance collect phone calls from her son, who is in prison in Louisiana. The cost of accepting these calls from my son adds approximately \$75 to \$100 to her phone bill each month. This is a severe burden, because she is a single parent, supporting two elderly parents and a son in prison on her small salary. However, she cannot refuse her son's calls because when he calls it gives her peace to know he is okay. A mom can tell in her child's voice when things aren't quite right. It gives her son peace knowing he can pick up the phone when he is lonely, depressed, or whatever to be able to talk with his family.

**Duane Carter** has a son incarcerated in the Florence, Arizona State Prison Complex – Eyman, Cook Unit. He believes that the inmates of prisons are being robbed by the necessity of paying such high prices for phone calls. Just a simple 15 minute collect phone call from Florence, Arizona to Mesa, Arizona costs almost \$6.00. If a long distance company like 10 10 987 were used, it would cost 39 cents to connect plus 3 cents a minute, that would be 84 cents. People can call all over USA, Canada, South America, and most of Western Europe at this rate. Surely there is some way to get a rate, perhaps not as low as this, but a lot more reasonable than what is being used. Another problem the inmates have with telephone service is that it is practically impossible for the inmate to make a call to speak to his attorney or visa versa.

**Kathy**<sup>1</sup> cares about this issue because she loves her son, who was incarcerated in a private prison. She wants to be able to hear his voice, and be there to support him. She wants him to know his family is here for him, but does not want to have to pay hundreds of dollars per month because the costs of calls are so outrageous. She is a single parent who works a full time job and with the cost of my bills she can not keep my head above water. Having a loved one in the system is difficult as it is and yet the monopoly on the cost of calls only makes a further hardship for everyone.

**Phil Klitgaard**, who lives in Iowa, has been paying \$18.89 for a 15 minute phone call from a friend in prison in Texas. To keep in touch, he has been paying \$500 - \$700 a month for long distance collect calls. He believes this is basically nothing more than greed on the part of the phone companies since there are no other options open to the inmates or their families and the phone companies control the rates. These phone calls are beneficial to the inmates and their family and friends but cause financial hardship and emotional stress due to the rates.

**Maria M. Rangel** has a brother located at the Arizona State Prison Complex, Cheyenne Unit in Yuma, Arizona. She participates in these Comments because when he would call her home phone in Peoria, AZ it was an average of \$5.00 per call when you can make a long distance call on a payphone at \$1.00 for 5 minutes.

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<sup>1</sup> This is a pseudonym – she wishes to remain anonymous.

**Joan Roberts**<sup>2</sup> and her husband – who are respectively 62 and 72 – live in California, and their son is incarcerated approximately 600 miles away in Arizona. His institution limits his telephone calling to collect calls. The Roberts rely heavily on telephone calls to communicate with him, because they live too far away from his institution to visit frequently, and mail delivery in his institution is so unreliable that, at times, he has gone four months without receiving any of the letters she has sent him. The Roberts' phone bill for calls from their son averages more than \$300 monthly.

When **Robin Stewart**'s brother was taken into custody after he showed up 20 minutes late for court, he was unable to call her for three days because her phone company – Comcast – does not allow collect calls unless the customer opts to be able to receive them, and because she had not signed up with a billing service. Ms. Stewart had not done either of these things because she did not know that she had to. For her brother to call his attorney collect from prison costs him \$5.69 for the initial minute, and \$1.69 for each additional minute. Five calls totaling thirty minutes cost \$104.10, without adding in any taxes or surcharges.

**Gail Sullivan**, who lives in New York, finds that phones are a necessity for communicating with her husband, who is in prison in New York, as they have children together and have needed to have some kind of contact for their sons to speak to their father when situations occur. The cost of the calls takes away money from the food she puts on the table, or compromises her ability to pay her bills. She participates in these Comments because even though her husband committed a crime, she and her children did not. Nonetheless, they are all paying the price. Although the prison system preaches about the value of family contact it isn't making it easy for families to maintain that contact.

**Carole Tkacz**, of Gary, Indiana, has accepted long distance collect calls from her son when he was in prison. She is a single, self-supporting woman, and the phone bills imposed a tremendous burden on her finances.

**John and Linda Wojas** are retired parents on a fixed income paying prohibitive costs for collect calls from our inmate daughter, Pamela A. Smart. They have paid thousands of dollars over the past fourteen years (last year \$5,000.00) being forced to use the prison telephone carrier; unable to use their own carrier at a lower rate. In addition, because their daughter is indigent, the Wojas' have absorbed the same telephone costs of attorneys over the years in order that she may have attorney representation in court. It is a nine hour drive to see her, necessitating an overnight stay many times incurring additional costs. During her time in prison, their daughter has been physically assaulted, resulting in hospitalization and plastic surgery. Recently, she was the victim of a sexual assault by a correctional officer. The telephone is the only means of providing immediate support and encouragement during these horrific times. The Wojas' ask the FCC to take into account the punishment levied on parents when they are forced to accept collect calls from a carrier not of their choice in order to maintain a lifeline and keep their daughter's hope alive.

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<sup>2</sup> This is a pseudonym – she wishes to remain anonymous.

## **II. Organizations and individuals providing direct services to people in prison & their families**

The mission of the **Arizona Coalition for Effective Government (AzCEG)** is to have a positive influence in the lives of men and women currently incarcerated in Arizona's prison system by passing legislation that will change the manner in which the Arizona state government operates and to give the inmates the information they need to help them resolve their immediate issues. Most AzCEG volunteers have a loved one in prison, and consequently have to pay the high cost of accepting phone calls from people in prison.

The **Center for Community Alternatives** provides sentencing and parole advocacy services, and HIV related services to defendants detained in local jails and people incarcerated in New York State correctional facilities. As such it is vital for the organization to be able to communicate with its clients without undue costs. The Center is a not-for-profit organization with limited resources and thus must limit the calls that it accepts from its incarcerated clients because of the exorbitant rates. Also, as an agency that works in the field of reentry, it appreciates the critical importance of maintaining family ties. The costs of long distance calls are prohibitive for most prisoner families, who typically are low income. The Center support the Coalition's efforts on behalf of the right of people in prison to communicate.

**Families in Crisis, Inc.** is a private, not-for-profit organization in Connecticut that provides counseling and support services for families of people in prison. It conducted a survey several years ago revealing that many of the families it works with receive collect calls from people in prison and experience hardship as a result of the high phone bills they must pay to receive those calls. Connecticut sends some of its inmates to Virginia, which makes it difficult and expensive for family members to visit loved ones in prison, and makes phone communication particularly important.

**Family and Corrections Network (FCN)** is a national provider of resources for families of people in prison and those working with them. The unfair cost of long distance collect calls from people in prison and their families is a major concern for its 150 member organizations and individuals and the thousands of users of our web site. For years, families of members who are in prison have complained to FCN about telephone bills of \$200 or more a month – all going to pay for collect long distance calls. In January, 2003 it published an article by Liz Gaynes, a prison-family member who estimated she had paid \$40,000 for collect calls since 1984.

**The Female Offenders Re-entry Program of Lebanon County, Pennsylvania ("F.O.R.E.")** works with women coming out of prison. The organization's board of directors includes professionals who see in their jobs the impact that high priced phone calls have on families of people in prison. The board of directors also includes ex-offenders who can attest to the strain the high cost of their collect calls put on their families. The high prices made calling home to their children very hard. The families caring for their children generally did not have a lot of money, so the number of calls they could accept was limited. This was particularly hard on the children, who were already dealing with the issue of separation. If they had a hard day in school or something really great happened for them they needed to share this with their mothers. The high cost of collect calls from prison made that impossible.

**The Rev. Kobutsu Malone** is a Zen Buddhist priest who serves as a prison and death row chaplain. He has been working with people in prison for around 13 years. His ministry runs on begging – his only income consists of what he can get people to donate. As a result, he has had to refuse calls from some incarcerated people in need of pastoral counseling due to his inability to pay for the calls.

**Dr. Eleanor Pam** is a Professor Emerita at the Inmate Education Program at John Jay College of Criminal Justice of the City University of New York. She has an ongoing relationship with people in prison who call her frequently at great personal expense to her, especially since she is involved in mentoring them for post-graduate degrees. Phone conversations about their progress and classroom work tend to be lengthy and are often the most immediate link to helping with their questions. Since studies show a connection between recidivism/rehabilitation and education while in prison, it would be helpful if the system supported, rather than impeded, this activity. Telephone costs should not be this prohibitive for those who volunteer their time and energy.

**The Women's Prison Association** provides social services to 2000 women a year who are involved in the criminal justice system. It pays for collect calls from incarcerated people out of its budget. It participates in this Coalition because frequent and affordable phone calls are key to maintaining family connections, providing for the well-being of children, and aiding people in prisons in making a successful adjustment to the community. Supportive families should be helped, not bankrupted.

### **III. Attorneys**

**Mark A. Arnold** is the Public Defender for Kern County, California. His office accepts collect calls from incarcerated clients. In November, 2003, which was a typical month, collect calls from clients cost his office \$460.51. This money came out of his office's budget, which is extremely limited. If their phone bills were lower, the office could use that money for attorney or investigator training, law books, expert witnesses or other items crucial to his clients' defense. Additionally, his clients' families are routinely charged exorbitant fees for accepting collect calls from their loved ones in prison.

**Shane Laughton Brabazon, Esq.** is a criminal defense attorney practicing in Green Bay, Wisconsin. As a result of the high cost of collect telephone calls from people in prison, she has been unable to accept the many collect calls her office has received from people seeking representation. Additionally, the high cost of long distance collect calls from prison has forced many of her clients' families to refuse collect calls from their loved ones in prison, even though they would like to be able to accept those calls.

**William Bunting** is a criminal defense lawyer in Charlotte, North Carolina who must accept collect calls from his clients in order to communicate with them about their cases. Additionally, his clients' families often suffer severe hardship as a result of the high phone bills they must pay in order to keep in touch with their family members in prison.

The **Capital Area Immigrants' Rights Coalition** ("CAIR Coalition") provides services to the immigrant advocacy community and to people in immigration detention in the greater Washington, DC metropolitan area. CAIR Coalition brings together community groups, pro bono attorneys, volunteers and immigrants to work for a fair and humane immigration policy. CAIR Coalition provides education and training, public policy development, forums for sharing information, legal support services and other empowerment programs to individuals and organizations that represent immigrants. Among its many activities, CAIR Coalition assists individuals detained by United States Immigration and Customs Enforcement with their credible fear interviews, conducts legal rights presentations for them regarding immigration remedies, and represents or seeks pro bono representation for them.

CAIR Coalition participates in these Comments because legal representation is pivotal to vulnerable immigrant families, many of which do not have funds to obtain legal representation. Each month, CAIR Coalition visits 4 to 5 county jails in central and southern Virginia where immigrants are detained. A significant percentage of the individuals the Coalition meets are asylum seekers who have committed no crimes, but are co-mingled with U.S. citizen inmates. These jails where they are incarcerated are located anywhere from 45 minutes to four hours away from its office. Collect calls from those facilities cost between three dollars and five dollars per minute, depending on the facilities' distance from the caller. The CAIR Coalition is unable to accept these calls due to their exorbitant costs. Likewise, many pro bono attorneys opt not to represent detained individuals – arguably the most vulnerable population amongst immigrants – due to the high costs of representing them (including the high cost of collect calls). The high cost of the collect calls consequently severely hampers the ability of people in immigration detention to obtain legal assistance.

**Dawn E. Caradonna, Esq.** represents incarcerated people in criminal, family law and juvenile cases in Peterborough, New Hampshire. She accepts long distance collect calls from her clients, including from a client in a Corrections Corporation of America facility in Leavenworth, Kansas. She pays for these calls herself because it is difficult to track the cost by client and difficult to get reimbursement from the state or federal government. In order to keep her costs down, her staff accepts collect calls only when she is in the office and available to speak to her clients. As a result, clients must sometimes make repeated calls or write to her in order to get information to her, and are not able to get important information to her quickly. Many of the other criminal defense attorneys in her area do not accept collect calls at all.

Ms. Caradonna also participates in these Comments because of the impact that the high cost of long distance collect calls has on her clients' families. Many of these families have already had their finances devastated by the incarceration of a breadwinner; the high cost of long distance collect calls exacerbates their already severe financial problems. Moreover, many of her clients' children are unable to talk to their incarcerated parents on the telephone because their custodial parents are unable to afford the cost of the telephone calls.

**The Center for Appellate Litigation** is a New York not-for-profit law firm which handles appeals and post-conviction proceedings on behalf of criminal defendants, in cases assigned to it by the New York Appellate Division. The office accepts collect calls from clients who need to provide necessary information about their cases, and to participate in the course of their defense.

Accepting these calls costs the office between \$125 and \$150/month. This money could be better spent on the office's law library or other items essential to representing clients.

The **Committee for Public Counsel Services** is the public defender agency for the Commonwealth of Massachusetts. It spends thousands of dollars a month on local, collect calls from its clients incarcerated in public correctional facilities, funds that could be spent in a number of ways to improve and enhance the legal services provided to its clients. In an effort to control costs, it has implemented a policy limiting the time of day its offices will accept collect calls, and it only accepts calls if the client's attorney is in the office and available to take the call.

**Richard Crane** is an attorney representing federal and state inmates housed in both public and private facilities. (He was vice-president for legal affairs at Corrections Corporation of America from 1994 through 1997.) When inmates are allowed to place collect calls only, it is very frustrating and expensive for them and their families. When Mr. Crane's phone lines are busy or no one is in the office to accept a collect call, the inmate is not even able to leave a message. If the inmate could leave a message with his question, then an answer could be available when he called back – or better – a thoughtful and complete answer could be mailed to him, saving the cost of an additional call.

Several of Mr. Crane's inmate clients have had the unfortunate experience of being at prisons served by a telecommunications providers named "Evercom" and "Value Added Communications." These companies (they may be one and the same) do not have a billing relationship with Mr. Crane's carrier (AT&T). So, they place a block preventing any client and potential client calls to Mr. Crane's number, without telling them or him that they are doing so. The block is only removed when Mr. Crane has deposited \$50 with the company. When the \$50 is gone, the block is restored; when the inmate is gone, the company keeps what is left of the \$50.

**Frank M. Dunbaugh** is a civil rights attorney in private practice in Annapolis, Maryland. He accepts long distance collect calls from a person serving a life sentence, who he has represented on a pro bono basis for approximately 20 years in a series of post-conviction, re-sentencing and appeals matters. Until this year, when a new contract was introduced with slightly lower rates, the cost was \$3.00 to connect and 45 cents per minute. When his case is active, they speak for about 20 to 30 minutes each week. The client is incarcerated near Cumberland, Maryland, about 165 miles from Annapolis, where Mr. Dunbaugh lives and works, so Mr. Dunbaugh is rarely able to visit him. Mr. Dunbaugh also accepts numerous local collect calls from people incarcerated in the Baltimore City Jail/Baltimore City Detention Center, who he has represented since 1981 in consolidated cases involving overcrowding and the conditions of confinement.

**David Goldberger** is a Professor of Law and Director of Clinical Programs at the Ohio State University College of Law. His interest arises from the fact that for over thirty years he has been representing prison inmate clients in litigation seeking to assure that governmental burdens on their rights and activities are confined to legitimate governmental interests and do not improperly burden inmates' First Amendment rights



**Clay Hernandez, P.C.**, represents defendants in both state and federal cases in Tucson, Arizona. When these defendants are incarcerated either before or after trial, they need to make long distance collect calls to his office or to their families. His office accepts these long distance collect calls from these defendants from private prisons, including a Corrections Corporation of America facility in Florence, Arizona, and also from state and federal facilities. Unfortunately, these charges are 4 to 10 times more than the actual cost of phone calls of similar duration from people who are not in prison. In some of his cases, the county or federal government reimburses him for the cost of the calls. In other cases, his office ends up paying for the calls.

**Melissa Hill** is a sole practitioner doing criminal appellate and habeas corpus work in California and New Mexico. Her clients in both states are distant from her office, so she must maintain communication by telephone. Every one of her clients can only call her if she accepts their calls collect. In most of her cases, she is court-appointed, or working under contracts with the state or state agencies. She is usually paid a flat fee that provides no reimbursement for long distance phone charges. Just accepting a few short collect calls a month from her clients adds an extra \$50 to \$100 to her phone bills. Often, the exorbitant cost of accepting calls from her clients collect, as frequently as they would like to call, strains her monthly budget.

**Mary Jo Holloway** is a criminal defense attorney practicing in several rural counties in Texas. She has always accepted collect calls from her clients who are in prison. In many instances she has represented the clients as a result of a court appointment and so has ended up bearing the cost as an office expense. She has also had clients' calls to her blocked because her long distance phone service provider did not have a contract with the exclusive phone service provider for the clients' prison, and she was not willing to provide the exclusive provider with the business and personal information it demanded in order to set up an account for her. She knows other defense lawyers who do not accept collect calls from clients in prison because they simply cannot afford the cost. Some of her clients' families have had their phone service shut off because they have been unable to pay the phone bills generated by collect calls from their relatives in prison.

**Robert E. Juceam** is a senior partner of the Fried, Frank, Harris, Shriver & Jacobson LLP law firm based in New York. He represents persons in prison for criminal convictions and civil detainees for alleged immigration law violations or pending asylum processing. Often, the civil detainees are housed in privately contracted facilities or, in the absence of room in federal civil detention centers, in state penal facilities. Wildly overpriced collect call charges to his home, office and cell phones, and collect call-only policies that make it impossible for his clients to leave a message on voice mail (along with malfunctioning prison telephones) are a persistent and disturbing cause of limiting his clients' access to legal counsel on urgent matters in their cases. He is also knowledgeable about the harm, waste and burdens these aspects of prison and detention center phone call policies cause in other cases, based on his experience as a former member of the American Bar Association's Standing Committee on Pro Bono; an inspector of criminal and civil detention facilities under the "Detention Standards Guidelines" agreed to by the U.S. Department of Justice and the American Bar Association; and a director of Pro Bono Institute, Inc., a Washington, D.C.-based organization that, among other things, sponsors the Law Firm Pro Bono Challenge to enhance pro bono participation by signatories from among the 250 largest U.S. law firms.

**Averil Lerman** is an Assistant Public Advocate with the Alaska Office of Public Advocacy in Anchorage. Her office provides legal services for indigent Alaskans who are charged with or have been convicted of crimes in Alaska. In addition to representing hundreds of Alaskans who are incarcerated in various locations in Alaska, the office represents a number of the more than 800 Alaskans who are housed in a Corrections Corporation of America facility in Florence, Arizona, more than 2,000 miles from their homes.

The telephone system has been a continuing serious problem for Ms. Lerman's clients, both those in Arizona and those in Alaska correctional centers. Many inmates in both locations come from remote rural villages in which there is almost no cash economy. The exorbitant up-front cash demands made by the telephone company before a person in prison may contact his family often end any opportunity for maintaining contact with family during the period of incarceration. This is true even if the inmate is housed in Anchorage, if the family is living a subsistence traditional life in Bush Alaska. Because of the distance between the imprisoned person and his family, and the complete lack of roads between them, and the lack of a cash economy, the only possible way to maintain contact is by telephone. The unconscionable prices and conditions of phone service should be prohibited.

Since 1973, the **Lewisburg Prison Project** has provided non-profit legal aid to people incarcerated in Pennsylvania. It counsels, assists, and visits people in prison who write to the Project when they encounter problems they perceive as illegal or unfair. The Project listens to grievances and assists the people in prison by talking to prison authorities, furnishing people in prison with appropriate legal materials, evaluating the case, and/or proceeding with litigation. It represents people in prison who need to make long distance collect calls to family members or attorneys and often receives complaints from people who need to accept long distance collect calls from people in prison.

The **Metropolitan Public Defender's Office** represents indigent adults and juveniles accused of criminal or delinquent conduct in Davidson County, Tennessee. The increasingly high cost of telephone calls from jails, prisons and other custodial facilities in Tennessee creates a burden on pre-trial defendants, sentenced inmates, the families of defendants and inmates and on the lawyers who represent the defendants and inmates. Many of the clients of the Metropolitan Public Defender's Office receive sentences to the Tennessee Department of Corrections and are thus incarcerated some distance from Nashville. This requires that the clients be able to make long distance collect calls to the office and to their families or friends. Two of the state prisons are managed by the Correctional Corporation of America. The Correctional Corporation of America also manages one facility in Davidson County, which is dedicated primarily to the incarceration of Davidson County inmates serving sentences of six years or less. The Metropolitan Public Defender's Office accepts collect calls from clients in jails and prisons. The cost for these collect calls is increasing and is currently averaging over \$1,000 a month. This expense is ultimately a public expense and reduces the uses to which the office can put its budgeted funds.

**Lesli Ann Myers** is a criminal defense attorney in Broken Arrow, Oklahoma. Her clients are held in custody pre-trial by the City/County Jail Facility, which is administered by the

Corrections Corporation of America. She cannot accept collect calls, so her clients are not easily able to communicate with her. Most of them cannot call family members because their family members have cell phones which cannot accept collect calls.

The **National Association of Criminal Defense Lawyers (NACDL)** is the preeminent organization in the United States advancing the mission of the nation's criminal defense lawyers to ensure justice and due process for persons accused of crime or wrongdoing. A professional bar association founded in 1958, NACDL's 10,500 direct members — and 75-plus state and local affiliate organizations with another 28,000 members — include private criminal defense lawyers, public defenders, active-duty military defense counsel, law professors and judges committed to preserving fairness within America's criminal justice system. The unfair cost of long distance collect calls is a major concern for NACDL's members, as it places a tremendous burden on attorney-client communication. In August of 2002, NACDL's Board of Directors formally passed the following "Resolution of the Board of Directors on Prison Telephone Systems:" WHEREAS all prisoners are dependent on prison telephone systems for contact with their families, friends, and attorneys; WHEREAS many federal, state and county prisons are profiting from prisoner phone calls by giving contracts to local phone companies who pay the prisons large commissions on all prisoner phone calls; WHEREAS the families, friends, and attorneys of prisoners are forced to pay inflated rates because of these contracts; THEREFORE BE IT RESOLVED that the National Association of Criminal Defense Lawyers supports reform of prison telephone systems so that prisoners, their families, friends, and attorneys are charged reasonable rates for phone calls.

**North Carolina Prisoner Legal Services (NCPLS)** is a non-profit, public service law firm that provides legal advice and assistance to people incarcerated in North Carolina. NCPLS addresses matters involving inhumane conditions of confinement or illegal criminal convictions and sentences. Providing North Carolina inmates with information about their legal rights and responsibilities, NCPLS works to reduce frivolous litigation and to resolve legitimate problems through administrative channels. When serious problems cannot be resolved administratively, NCPLS offers legal representation in all State and Federal courts throughout North Carolina, and beyond. NCPLS participates in these Comments because telecommunications services are increasingly integral to human interaction in today's society. Separated from family and friends by the fact of their incarceration, inmates may be especially reliant on telephone privileges to maintain contact with loved ones. This is particularly true for a significant percentage of the incarcerated population that has limited literacy skills. For many years, NCPLS' clients and their families have been exploited through excessive rates for inmate-initiated telephone calls.

The **Office of the Appellate Defender** in New York City is a not-for-profit organization that has been providing high quality appellate and post-conviction representation to indigent persons in New York State since 1988. Each month, it spends in excess of \$1,000 on collect calls, which it accepts from all of its clients on a regular basis. This money comes from the limited funds the office receives from the City of New York and from donations from law firms and individuals, and it could be better spent on other costs of representation. Additionally, its clients' families often say that they are unable to communicate with their incarcerated loved ones because of the exorbitant rates charged for collect calls.

In addition to the problem of costs, the Office experiences occasional blocks on its collect calls from people in prison, without any notice by MCI (the exclusive telecommunications carrier for New York prisons). These blocks usually occur because MCI has administratively failed to credit a payment or has lost a check. The company never provides advance notice – or any notice at all – and the Office only learns of the blocks by chance. It generally takes several days of administrative wrangling with MCI to have the block removed.

**Gary Peak** is a criminal defense attorney in a small town in Texas. He represents a large number of criminal defendants who are unable to make bond. They are stuck in a county jail or prison unit. Accepting collect calls through Evercom from people in prison costs his office at least \$4.50 per connection. This makes it very difficult to communicate with his clients as often as he needs to properly represent them. Any change the FCC can make to prevent this highway robbery would be greatly appreciated.

The **Pennsylvania Institutional Law Project** provides free civil legal assistance to 88,000 institutionalized persons in Pennsylvania. It participates in these Comments because these exorbitant rates impact almost all of its clients and their families, and because the 1996 Telecommunications Act was supposed to improve service and rates but has backfired on these natural monopolies and sanctioned price gouging.

**Laura Kelsey Rhodes** is a criminal defense attorney and immigration attorney in Washington, D.C., and Maryland, with Albright & Rhodes, LLC. Many of her Maryland and Virginia immigration clients are detained at rural facilities far from both her office and their homes. A visit from family or an attorney is a day-long event – very costly in either instance. Thus, telephone contact is essential. Clients in deportation proceedings are facing life-changing hearings and need to consult frequently with both an attorney and family in order to make informed decisions. Current telephone charges from most facilities are exorbitantly high and have a significant effect on the ability of those detained to make calls. Her office gets charges for accepting collect calls from one facility at a minimum of \$14 regardless of the length of the call. This means that they have to focus on costs often at the expense of focusing on legal representation. Detained immigrants have no right to appointed counsel, so no government funds are ever used to defray these costs. When clients call collect from some facilities, they get a recording saying that her firm does not accept collect calls – this is incorrect. In fact, she may not use the carrier that the prison contract requires her to use. Thus her clients can be completely cut off from calling her.

**Dennis Roberts** is a criminal defense lawyer in Oakland, California. He is constantly frustrated by dealing with incarcerated people who cannot afford the exorbitant rates to call him. His office phones are electronic, so there is no way to place a collect call to them. He has been forced to make his personal line available for this purpose.

The **Teichman Law Office**, located in Omaha, Nebraska, represents inmates in Corrections Corporation of America facilities. It is concerned about the cost of collect calls from inmates in those facilities, the inability of the inmates to make other than collect calls, and the practice of some prison telephone service providers of placing blocks on attorneys' lines, so that no collect calls can be made to those offices, when the provider arbitrarily decides the office has received

too many calls (without providing prior notice of these blocks). Additionally, the families of many of his clients have had their telephone service shut off because they are unable to pay the high telephone bills generated by collect calls from their loved ones in prison.

The **Washington Association of Criminal Defense Lawyers** is an association made up of attorneys practicing criminal defense law in Washington State. WACDL is a not-for-profit corporation, with 501(c)(3) tax-exempt status. WACDL was formed to improve the quality and administration of justice. Its members represent defendants in trials and appeals of criminal cases. It is concerned about the cost of phone calls made by prisoners because the high cost of calls from people in prison makes it difficult for them to maintain contact with their families, and because of the cost to defense lawyers when their in-prison clients need to communicate them by telephone.

The **Washington Defender Association** is a nonprofit professional association and resource center for public defenders in Washington state. It represents 800 public defense attorneys, some of whom provide post-conviction representation. The attorneys must pay for collect calls from their clients – a cost which ultimately is a public expense.

**David R. Weber** is the president of Vasquez & Weber, P.C., a law firm in Anchorage, Alaska. The firm represents people held in facilities operated by the State of Alaska or providing services to the State of Alaska. In addition, the firm represents people incarcerated in Federal facilities who may be held in Alaskan facilities or in facilities anywhere in the United States. The firm needs to accept collect telephone calls from its clients and potential clients.

Mr. Weber participates in these Comments to document his experience with a telecommunications provider named "Evercom." They routinely block the firm's telephone number, thus preventing his clients from contacting the firm. This has an obvious detrimental impact on his clients' ability to obtain the assistance of counsel. The firm has no way of knowing how many potential clients have tried to call the firm to retain its services but were prevented from doing so by Evercom. Evercom has never presented the firm with a bill for payment. The firm has always paid its bills, including those for telecommunications services. Mr. Weber's experience leads him to believe that Evercom (which charges extremely high rates for its services) does not want to pay the local carrier for billing services and so does not have a (traditional) billing arrangement with his local carrier. Unfortunately, it does not seem to have a billing system of its own, either. The business plan seems to be: "Send us your money in advance (we promise not to go bankrupt) and we will allow our captive clientele to call you."

#### **IV. Advocacy organizations and others**

**Addictions Coalition of Delaware** and the **National Coalition for Full Opportunity for Felons** represent inmates and families who have to make or accept long-distance phone calls from people in prison. These organizations participate in these Comments because the high telephone rates charged by telephone companies under contract with Corrections Corporation of America facilities exploit the situation of people in prison and their family members and supporters.

The **Brennan Center for Justice at NYU School of Law** unites thinkers and advocates in pursuit of a vision of inclusive and effective democracy. Its mission is to develop and implement an innovative, nonpartisan agenda of scholarship, public education, and legal action that promotes equality and human dignity, while safeguarding fundamental freedoms. To advance this mission the Center is challenging an array of policies and practices that serve as barriers for people with criminal convictions, as well as their families and communities, to full political and social participation. The Center is also working to remove barriers to the ability of low income people to obtain access to the courts, including policies and practices that impede attorney-client communication.

**Citizens United for Rehabilitation of Errants – Virginia, Inc.** (Virginia C.U.R.E.) is a non-profit, membership organization that advocates for people in prison and the families affected by the criminal justice system. It is a chapter of National CURE. Since 1991, Virginia C.U.R.E. has pursued advocacy – including meetings with Virginia officials, proposed legislation, appearing before the State Corporation Commission, and litigation – aimed at reforming the unfair inmate telephone system in Virginia.

The **Correctional Association of New York** is a 158-year-old, private non-profit criminal justice policy and advocacy organization focusing on issues such as conditions of prison confinement, sentencing reform, women in prison and juvenile justice. The Correctional Association is concerned about the exorbitant costs of prison calls set by contracts between telephone companies and prison agencies. It believes the practice of charging telephone rates that are completely out-of-line with charges in the free market is discriminatory, unjust and exploitative.

The **Defender Policy Group and Defender Legal Services Division of the National Legal Aid and Defender Association (NLADA)** participate in these Comments because of the severe impact that the exclusive telecommunications service contracts and collect call-only policies discussed in these Comments have on people facing criminal charges and on their attorneys. The NLADA is a national, nonprofit membership association advocating for criminal defense attorneys and other equal justice professionals. The NLADA's Defender Legal Services Division helps individuals and programs provide quality public defense in criminal cases. The NLADA's Defender Policy Group, composed of public defenders and their clients, advises the NLADA's Board of Directors regarding policy and programs relating to the provision of criminal defense services.

The **Defending Immigrants Partnership** is made up of the National Legal Aid and Defender Association, the Immigrant Legal Resource Center, the National Immigration Project, and the Immigrant Defense Project of the New York State Defenders Association. The focus of its program is aimed at training and providing technical assistance and other resources pertaining to immigration law to criminal defense counsel. The Partnership believes that exorbitant costs for telephone access in prisons and other detention facilities are unfair and harmful to inmates and detainees, and warrant FCC intervention.

The **Justice Fellowship** is a faith based not-for-profit advocacy organization urging reform of the criminal justice system according to the principles of restorative justice. The Fellowship has

been active in support of prisoners and their families seeking relief from the hardship imposed on them by the manner in which most of our prisons – public and private – provide telephone service to them. Fostering and maintaining ties between an inmate and his/her family, relatives and friends is a critical element in the effort to rehabilitate prisoners and return them as law-abiding and productive members of society. The telephone system is one of the few effective tools available to accomplish that end.

While the Comments being submitted by the Coalition relate to a petition involving only privately run prisons, it is the position of the Justice Fellowship that the relief being sought should be extended to all prisoners, whether in public or private institutions.

**Justice Works!** is a grassroots organization in Seattle, Washington representing people in prison who need to make long distance collect calls and people who need to accept these calls from people in prison. The organization works to resist the profit motive for incarceration, including the extreme costs for families to stay connected throughout the incarceration of a loved one.

**Salima Marriott** is a state representative in the Maryland General Assembly. She has been instrumental in the founding of more than one organization that advocates for justice on behalf of incarcerated individuals. Her office accepts long distance calls from inmates, and she herself has also accepted long distance collect calls from her family members and their friends imprisoned in Maryland and around the country. As a legislator, she has advocated against the Maryland Department of Correctional Services' practice of subsidizing its budget with the profits returned to them by the telephone companies from overcharging the family members of incarcerated individuals.

The **Maryland Justice Policy Institute** is a not-for-profit organization engaged in public education concerning issues of crime, criminal law, corrections, crime prevention and alternatives. A few years ago the Institute founded the Maryland Prison Telephone Policy Coalition, made up of people interested in lowering the rates of prison telephone calls. The Institute urges that the so-called "commissions" paid to the state by the telephone service provider amount to an illegal tax and that *only* the State legislature has the authority to decide who to tax, what activity is to be taxed, and how much they should be taxed. The Institute also believes that the activities funded by this money are things that the state should fund with its general budget. Some are activities which the state is obligated to fund, so it is unfair to pass these costs on to the families of people in prison, when the obligation is owed by all citizens.

The **Montclair (New Jersey) Alumni Chapter of Delta Sigma Theta Sorority Inc.** works to improve our criminal justice system nationally. Its members have considerable experience with the hardships that the high cost of telephone calls from prison impose on families with loved ones in prison. It participates in these Comments to oppose the continued destruction of families that the high costs foster.

**NuLeadership Policy Group (NuLPG)**, housed at the Medgar Evers College of the City University of New York, is the first university based, national public policy think tank and community organization developed and operated by formerly incarcerated professional and community activists. It provides a legitimate voice for the currently and formerly incarcerated.

The NuLPG is opposed to the practice by the Corrections Corporation of America of contracting only with a single company to provide telephone service for inmates at each institution it operates, because this practice exploits incarcerated men and women and their families.

**The Prison Show** is a weekly radio show on Houston's Pacifica Network radio station, KPFT-FM. Each week it allows families to call the station for one or two hours on Friday nights to speak to their friends and families in Texas prisons. The Prison Show does that because people incarcerated in Texas rarely get an opportunity to call their families, friends and others on the outside. In many places where they do get an opportunity to call home, rates are prohibitive.



## **Appendix B**



Before the  
**FEDERAL COMMUNICATIONS COMMISSION**  
Washington, D.C. 20554

In the Matter of:	)	
	)	
Implementation of Pay Telephone Reclassification	)	
and Compensation Provisions of the	)	
Telecommunications Act of 1996	)	
	)	
Martha Wright, Dorothy Wade, Annette Wade,	)	
Ethel Peoples, Mattie Lucas, Laurie Nelson,	)	
Winston Bliss, Sheila Taylor, Gaffney &	)	CC Docket 96-128
Schember, M. Elizabeth Kent, Katharine Goray,	)	
Ulandis Forte, Charles Wade, Earl Peoples,	)	
Darrell Nelson, Melvin Taylor, Jackie Lucas,	)	
Pater Bliss, David Hernandez, Lisa Hernandez	)	
and Vendella F. Oura	)	

**DECLARATION OF DR. CREASIE FINNEY HAIRSTON**

Dr. Creasie Finney Hairston declares that the following is true under the penalty of perjury:

**I. INTRODUCTION**

1. My name is Dr. Creasie Finney Hairston and I am Dean of the Jane Addams College of Social Work (the "College"), University of Illinois at Chicago, located at 1040 West Harrison Street, Room 4018 Chicago, Illinois 60607-7134. I am also a professor there. Jane Addams College of Social Work builds on the legacy of its namesake, the Illinois-born social reformer, Nobel Peace Prize winner, and pioneer of American social work, who in the late 1800's promoted the development of programs to enhance health, literacy, workplace safety, education, justice for children, outreach to oppressed immigrant groups, and social investigations. The College carries out the mission of Jane

Addams, adapting it to contemporary needs and the realities of today's urban settings. Its commitment to social, racial, and economic justice is reflected in the racial and cultural diversity of the faculty, staff, and student body; the curriculum of the degree programs; community service projects; and research and evaluation projects and initiatives.

2. Jane Addams College of Social Work's master's and bachelor's programs are fully accredited by the Council on Social Work Education. Its Master of Social Work program is one of the ten largest programs in the United States and the largest in the Big Ten region. Our graduates are prepared to work as practitioners, caseworkers, administrators, policy advocates, and community organizers in a variety of settings and with diverse populations, including individuals involved in the criminal justice system as well as their families and children; children and families in agency, school and community settings; persons with severe and persistent mental illness, individuals with acute and chronic health problems, including HIV/AIDS; and persons who abuse alcohol and drugs.

3. The College's graduates comprise the majority of new social workers entering the profession in the Chicago area each year, and its graduates are found in social work practice throughout the United States and the world. Consistent with the College's tradition, the doctoral program prepares scholars to focus on research and practice that promotes social and economic justice.

4. I received both my Ph.D. and M.S.S.A. from Case Western Reserve University, and my B.S. (*summa cum laude*) from Bluefield State College. Prior to joining Jane Addams College I served on the faculties of the University of Tennessee, the State University of New York, and West Virginia University, and as Associate Dean at Indiana University. Prior to attending graduate school I was a social worker with the Cuyahoga

County Welfare Department in Cleveland, Ohio. My curriculum vitae is appended as Exhibit 1.

5. My current professional distinctions and associations include membership on the Urban Institute Roundtable on Prisoner Re-entry, the National Advisory Board for the Center for Mental Health Services and Criminal Justice Research, the Illinois Children and Families Research Institute Advisory Committee, and the Chicago Board of Health.

6. I submit this declaration in support of the above-captioned petition to have the Federal Communications Commission ("Commission" or "FCC") address certain issues involving prison inmate calling services referred to the Commission by the United States District Court for the District of Columbia in *Wright, et al. v. Corrections Corporation of America, et al.* ("*Wright*"). I have specific experience and expertise relating to families and the criminal justice system, and in particular to the importance of maintaining and promoting contact between people in prison and their family members, which is relevant to the issues addressed in this proceeding.

7. I have researched and written extensively on the impact of incarceration and reentry on families with children and specifically, on the importance of family communication in securing and successfully completing parole. My articles appear in leading academic journals and textbooks and in publications for practitioners and the general public. Among my recent publications, are:

- o Prisoner Reentry: Social Capital and Family Connections, Women, Girls & Criminal Justice 4/5, 67-68 (2003);
- o Fathers in Prison: Responsible Fatherhood and Responsible Public Policies, Michigan Family Impact Seminars Briefing Report No. 2002-1, 21-26 (2002);

- The Importance of Families in Prisoners' Community Reentry, ICCA Journal on Community Corrections 11-12(14) (2002);
  - Prisoners and Families: Parenting Issues During Incarceration, in From Prison to Home: The Effect of Incarceration and reentry on Children, Families and Communities (2002). Washington, DC U.S. Department of Health and Human Services.
  - The importance of Families in Prisoners' Community Reentry, Family and Corrections Network Report 30 (1), 11-12 (2001).
  - Prisoners and Their Families and Friends, proceedings of the International Conference on Human Rights and Prison Reform (pp. 29-31). Washington, DC: National CURE (2001).
  - Serving incarcerated and ex-offender fathers and their families: A review of the field. (2001). New York: Vera Institute of Justice. (Co-authors: John M. Jeffries and Suzanne Menghraj).
  - Children with parents in prison: Child welfare policy, program, and practice issues. (2001). Piscataway, NJ: Transaction Publishers. (Co-editor: Cynthia B. Seymour).
  - Justice matters are family matters: Social work and the criminal justice system. (1999, August). NASW New York State Chapter Update 24, 2.
8. My work in promoting family-oriented correctional policies and institutional and community partnerships to address broad social services and criminal justice goals has been nationally recognized. I have reviewed and documented programs serving families of prisoners, conducted program evaluations of parenting programs in prisons and jails,

and studied the impact of incarceration on families and communities. As a result of my research, writing, evaluations, and consultations, I have an in-depth understanding of the vital role that communication plays in the lives of incarcerated people and their families.

## **II. PURPOSE OF TESTIMONY**

9. The preservation and strengthening of families has a longstanding history as a United States public policy priority and as a major objective of governmental agencies. One way to keep families with incarcerated members remain strong is to keep family members connected throughout the period of incarceration.

10. In this affidavit, I discuss the critical role that ongoing communication and contact plays in the lives of people in prison and their families. In my experience the issues raised in the *Wright* petition – monopolistic phone service, exorbitant phone rates, and impractical collect-calling arrangements – are both common and problematic. This affidavit discusses 1) how maintaining family contact contributes to family cohesion, 2) hurdles that make contact difficult, and the benefits of contact for people in prison, families, and 3) broader social interests.

## **III. BENEFITS OF MAINTAINING FAMILY CONTACT BETWEEN PEOPLE IN PRISON AND THEIR INCARCERATED FAMILY MEMBERS**

11. Family contact serves to prevent recidivism and delinquency. My review of research on prisoners' family relationships has yielded two consistent findings. First, male prisoners who maintain strong family ties during imprisonment have higher rates of post release success than those who do not. Second, men who assume responsible

husband and parenting roles upon release have higher rates of success than those who do not.

12. There is similar evidence regarding the beneficial value of family ties for females in prison. Dowden and Andrews' (1999) analysis of research on female offenders identified family involvement and affection as the strongest predictors of female offenders' success, and Slaght (1999) found family relationships to have a significant influence on relapse prevention among parolees.

13. Social scientists and practitioners have used these findings to demonstrate that programs including family members in prisoners' treatment during incarceration and after their release can produce positive results for prisoners, families, institutions, and communities (Jeffries, Menghraj, and Hairston, 2001; Wright and Wright, 1992).

14. Communication between people in prison and their children is important not only for people in prison, but for their children as well. Practitioners providing or advocating for parenting programs in prison offer the perspective that incarcerated parents' involvement with, and attachment to, their children can prevent their children from committing crimes.

15. Many studies have demonstrated the importance of family relationships and parenting practices in child development and the prevention of delinquency (Tolan, Guerra, and Kendall, 1995). The maintenance of family ties for incarcerated individuals has been found to produce more positive outcomes for young people who are incarcerated, as well as for adults (Borgman, 1985). Moreover, research indicates that the effects of parental criminality on delinquency are indirect and mediated by parental



attachment (to which communication is essential) and by other factors (Larzelere and Patterson, 1990).

16. Based on my research and experience I conclude that correctional policies that promote the maintenance of familial bonds and responsible parenting serve the interests of people in prison, their families, and society at large.

#### **IV. ONGOING COMMUNICATION AND FAMILY COHESION**

17. Communication between prisoners and their families is an essential strategy that families and prisoners use to manage separation and maintain connections. Families visit their imprisoned relatives at the institutions where they are held, talk with them by phone, and exchange cards and letters as a means of staying connected. These contacts allow family members to share family experiences, participate in family rituals, and remain emotionally attached. They help assure incarcerated parents that their children have not forgotten them and help assure children that their parents love and care about them. They allow people in prison to see themselves, and to function, in socially acceptable roles rather than as prison numbers and institutionalized dependents.

18. Families with members in prison engage in a process of role change and adaptability that can be referred to as pitching in and helping out. Some relatives pitch in by taking full or major responsibility for something the prisoner used to do. Some relatives help out with new responsibilities that families acquire as a result of incarceration, e.g. negotiating with the prison system, accepting collect phone calls from the prisoner and then serving as an emissary between the prisoner and his/her children and other relatives, or arranging for and paying the costs of phone bills and prison visits.

19. Prisoners who maintain family connections must adapt to new family roles.

Incarcerated parents are not in a position to make significant financial contributions to their family nor are they able to physically take care of or protect their children. Family role expectations of prisoners, therefore, center on demonstrations of caring and concern for children or other family members or participation in decisionmaking about select family issues.

20. People in prison participate in family life by calling home or calling the place where other family members have gathered on holidays, sending cards to acknowledge birthdays and other events of family relevance, and writing letters to inquire about and encourage children's progress in school and giving advice on how to handle different problems.

## **V. OBSTACLES TO MAINTAINING FAMILY CONTACT WHILE IN PRISON**

21. Telephone calls are an important way for prisoners and their families to maintain contact, because other methods are difficult and sometimes impossible.

22. In many facilities, visiting is difficult (and prohibited for some family members) because of policies requiring children's custodial parents to escort them on visits, or limiting children visitors to those for whom birth certificates list the prisoner as the biological parent. Prison officials may deny visitors entry to the facility for other reasons, including constantly changing dress codes, no identification for children, and ion drug scanners that inaccurately signal that a visitor is carrying drugs. Even when visiting is permitted it may be prohibitively expensive when prisoners are located hundreds or thousands of miles from their homes. Distant prison visits are costly, as they involve

transportation, usually to geographically remote locations; meals and vending machine snacks during visits; and, sometimes, overnight lodging.

23. Many family members are discouraged from visiting by the many indignities the visitation process entails. The visit is often a lesson in humility, intimidation and frustration; and a highly charged and anxiety producing event. Among the problems noted in one state report of prison visiting were long waits, sometimes in facilities without seating, toilets and water; the lack of nutritious food in visiting room vending machines; and the absence of activities for children. Body frisks and intrusive searches, rude treatment by staff, and hot, dirty and crowded visiting rooms are the norm in many prisons. These conditions are particularly difficult for children to endure.

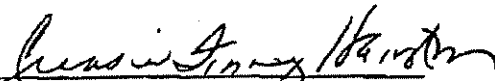
24. Written communication – another possible method of communication – also cannot replace telephone calls. Many people in prison, and many of their family members, are functionally illiterate. People who do write find that prisons often lose their mail, or delay delivering it for weeks at a time. In any event, writing is no substitute for hearing a loved one's voice.

25. For these reasons telephone communication is vital to maintaining family bonds, particularly between parents and children.

26. In theory, the vast majority of correctional facilities permit telephone contact between people in prison and their families. However, the primary intent of the rate structure for prisoner telephone systems seems to be to subsidize prison budgets, generate profits, and/or exert social control, not only over people in prison, but over their kin as well.

27. Relatives caring for the children of prisoners, for example, incur additional financial expenses if they promote the maintenance of parent-child relationships. Allowing children to converse with their incarcerated parents by phone is exceedingly costly. Depending on the prison, a thirty-minute phone call once a week could put a \$125 or higher dent in the family's monthly budget.

I declare under penalty of perjury that the foregoing is true and correct.

  
DR. CREASIE FINNEY HAIRSTON  
March 8, 2004

## **Exhibit 1**



## **Creasie Finney Hairston**

### **HOME ADDRESS**

5140 South Hyde Park Boulevard, 17A  
Chicago, Illinois 60615  
(773) 643-7939

### **BUSINESS ADDRESS**

University of Illinois at Chicago  
Jane Addams College of Social Work (M/C 309)  
1040 West Harrison Street  
Chicago, Illinois 60607-7134  
(312) 996-3219 office  
(312) 996-1802 fax  
CFH@UIC.EDU

### **EDUCATIONAL BACKGROUND**

<b>1978</b>	Ph.D., Case Western Reserve University Cleveland, Ohio
<b>1973</b>	M.S.S.A., Case Western Reserve University School of Applied Social Sciences Cleveland, Ohio
<b>1966</b>	B.S. (summa cum laude), Bluefield State College Bluefield, West Virginia

### **WORK EXPERIENCE**

**Dean, Professor**, University of Illinois at Chicago Jane Addams College of Social Work,  
Chicago, Illinois  
August 1991 to present

**Associate Dean, Professor**, Indiana University School of Social Work, Indianapolis, Indiana  
October 1986 to August 1991

**Professor, Associate Professor, Charleston Center Coordinator**, West Virginia University  
School of Social Work, Morgantown, West Virginia  
July 1984 to October 1986

**Associate Professor, Assistant Professor**, University of Tennessee, Knoxville School of  
Social Work, Knoxville, Tennessee  
August 1982 to July 1984  
September 1977 to August 1981

**Assistant Professor**, State University of New York at Albany Nelson A. Rockefeller College of Public Affairs and Policy, School of Social Welfare, Albany New York  
September 1981 to August 1982

**Research Associate**, Case Western Reserve University School of Applied Social Sciences, Human Services Design Laboratory, Cleveland, Ohio  
August 1976 to August 1977

**Planning Associate, Acting Deputy Project Director**, East Cleveland Community Human Services Center, East Cleveland, Ohio  
September 1971 to August 1974

**Social Worker**, Cuyahoga County Welfare Department, Cleveland Ohio  
September 1967 to September 1971

#### **PROFESSIONAL DISTINCTION**

Illinois Sheridan Policy Group, 2003-present

Illinois NASW Strategic Planning Committee, 2003

Center for Mental Health Services and Criminal Justice Research Advisory Board, 2002-present

Urban Institute Roundtable on Prisoner Re-entry, 2001-present

National Association of Black Social Workers, Chicago Chapter, Academic Achievement Award, 2001

Chicago Board of Health, 2000-present

Advances in Social Work Journal Editorial Advisory Board, 1999-present

National Association of Deans and Directors of Social Work Programs Nominating Committee, 1999-2000

National Association of Deans and Directors of Social Work Programs National Spokesperson Task Force Chair, 1998-1999

Child Welfare Journal, Special Edition Co-Editor, 1998

International Center for Health Leadership Development Advisory Committee, 1997-present

Academy of Certified Social Work Managers, Founding Chair, 1997-present

Illinois Guardianship Waiver Research Advisory Committee, 1997-present

National Association of Deans and Directors of Social Work Programs Board of Directors, 1996-1998

National Network of Social Work Managers Board of Directors, 1996-2002; Chair, Certification Committee, 1997-1998

Illinois Children and Families Research Institute Advisory Committee, 1996-present

National Institute of Justice Task Force on Children, Families, and the Justice System, 1996-2000

National Network of Social Work Managers Management Institute Board of Directors, 1996-2002

Illinois African American Family Commission, Founding Member, 1995-1998

Illinois Deans and Directors of Social Work Programs, 1994-present; Founding Chair, 1994-1995

Attorney General's (Illinois) Service Recognition Award, 1994

Council on Social Work Education Board of Directors Nominee, 1994

Journal of Social Work Education Editorial Advisory Board, 1991-1993

Governor's (Indiana) Task Force on Human Services Reorganization, 1989-1990



State of Indiana Sagamore of the Wabash Award, 1990  
 Council on Social Work Education Annual Program Corresponding Committee, 1989, 1994, 1996  
 Association of Social and Behavioral Sciences Annual Program Meeting Session Organizer,  
 1989, 1990  
 Administration in Social Work Journal Editorial Advisory Board, 1990-present  
 Council on Social Work Education Policy and Legislative Affairs Committee, 1989-90  
 Second National Conference on Families of Offenders Program Chair, Conference Proceedings  
 Editor, 1989-1990  
 National Leadership Group on Families of Adult Criminal Offenders, 1988  
 National Institute of Mental Health Training Fellowship, 1974-1977

#### **UNIVERSITY SERVICE**

Associate Vice Chancellor for Faculty Affairs Search Committee (Illinois)  
 Director of the Office for Protection of Research Subjects Search Committee (Illinois)  
 Dean of the Graduate College Search Committee, Chair (Illinois)  
 Hull House Museum Planning Committee (Illinois)  
 University Hospital Continuum of Care Steering Committee (Illinois)  
 Deans' Council (Illinois)  
 Great Cities Strategic Planning Committee (Illinois )  
 Associate Vice Chancellor for Student Services Search Committee (Illinois)  
 Provost and Vice Chancellor for Academic Affairs Search Committee (Illinois)  
 Vice Chancellor for Student Services Search Committee (Illinois, New York)  
 Doctoral Program in Education Review Committee, Chair (Illinois)  
 Dean of the College of Pharmacy Search Committee, Chair (Illinois)  
 Associate Director for Research Search Committee (Illinois)  
 Great Cities Crime and Justice Committee (Illinois)  
 Campus Priorities and Strategic Planning Committee (Illinois)  
 President's Retreat Session Chair (Illinois)  
 Children and Youth Interdisciplinary Perspectives Book Committee (Illinois)  
 Center for Urban Education and Research Review Committee, Chair (Illinois)  
 Doctoral Dissertation Committees (Illinois, New York)  
 Graduate Program Review Committee (Indiana)  
 Center for Urban Education and Research Director Review Committee, Chair (Illinois)  
 University Human Subjects Review Committee (Indiana)  
 Faculty Seed Fund for Research Project Review Committee (Indiana)  
 Associate and Assistant Deans Group (Indiana)  
 Director of the Center on Philanthropy Search Committee (Indiana)  
 Center on Philanthropy Faculty Advisory Committee (Indiana)  
 Center on Philanthropy Curriculum Committee (Indiana)  
 Undergraduate College Reorganization Committee (Indiana)  
 Continuing Education Committee (Tennessee)  
 Chancellor's Commission on Blacks (Tennessee)  
 Faculty Recruitment Committee (Illinois, Indiana, West Virginia, Tennessee, New York)  
 Special Student Grievance Committee Chair (Indiana)  
 College Curriculum Committee (Indiana, West Virginia, Tennessee, New York)  
 College Promotion and Tenure Committee (Tennessee, West Virginia)  
 Curriculum Committee Chair (West Virginia, Tennessee, New York)  
 College Executive Committee (Illinois)

Policy Advisory Committee (Tennessee)  
Promotion and Tenure External Reviewer (New York University, Case Western Reserve University, Columbia University, Cleveland State University, East Carolina University, Indiana University, Rutgers University)

## **REFeree EXPERIENCE**

### **Journals**

Administration in Social Work, Advances in Social Work, Families in Society, Journal of Social Service Research, Child Welfare, Journal of Social Work Education, Social Casework, The Journal of Correctional Health Care, Criminal Justice Review, Family Relations

### **Grants**

National Institute of Child Health and Human Development, Administration on Children, Youth, and Families, U.S. Department of Health and Human Services, City of Chicago Department of Public Health

## **GRANTS AND SPONSORED PROJECTS**

(Principal Investigator or Major Author)

Child Welfare Education Training Partnership (with Donna Petras) - Illinois Department of Children and Family Services, 2000-2002, 2003-2005  
Foster Parent Recruitment and Retention - Illinois Department of Children and Family Services, 2000  
Elderly Case Management Program - Illinois Department of Aging, Chicago Department of Aging, 1999-present  
Jane's House Evaluation - Hull House Association/Illinois Department of Corrections, 1999-2000  
Project STAR Evaluation - U.S. Centers for Disease Control, 1997-2000  
Roots to Wings Evaluation - Metropolitan Family Services/Amoco Foundation, 1996-1999  
Management Development - Illinois Department of Children and Family Services, 1995-1999  
Dialogues on Child Welfare - Illinois Department of Children and Family Services, 1995-1999  
Child Welfare Education Training Partnership (with Robert Weagant) - Illinois Department of Children and Family Services, 1995-1999  
Social Work Education Program for Supervisors - Illinois Department of Children and Family Services 1995-1997  
Child Welfare Curriculum Development and Evaluation (with Robert Weagant) - U. S. Department of Health and Human Services, 1990-1993  
Children of Incarcerated Parents - U.S. Department of Health and Human Services, 1985-1990  
Women in Jail - Indianapolis Foundation, 1989-1991  
Domestic Violence Intervention (with Sheldon Siegel) - Marion County Indiana Prosecutor's Office, 1988-1990  
Parenting Programs in Prison - Church Action for Safe and Just Communities, 1986  
Child Welfare Training and Curriculum Development (with Sheldon Siegel) - U.S. Department of Health and Human Services, 1985-1988  
Mental Health Curriculum Development (with Lou Beasley) - National Institute of Mental Health, 1982-1984  
Evaluation of the YWCA - YWCA of Nashville, 1983  
Alumni Survey - University of Tennessee, 1980, 1982

YWCA of the USA Operational Review - YWCA of the USA, 1975-1978  
East Cleveland Lead Control Program - U.S. Department of Health, 1973-1975

### **COMMUNITY SERVICE**

African American Family Research Institute Board of Directors, Vice Chair, Founding Member,  
2002-present  
Chicago Children's Advocacy Center Advisory Committee, 2001-2002  
Illinois Volunteers of America Board of Directors, 2000-present  
Child Welfare Education and Training Committee, 1998-2002  
Hull House International Conference Advisory Committee, 1998-1999  
Child Welfare Research Center Advisory Committee, 1997-present  
John Howard Association Board of Directors, 1997-present  
Metropolitan Family Services Murdock Center Advisory Board, 1996-1998  
Salvation Army Emergency Lodge Advisory Committee, 1995-2002  
Project Hope Health and Human Services Program Committee, Chair, 1991-1992  
Family and Corrections Network Board of Directors, President, 1991  
Offender Aid and Restoration of Marion County Board of Directors, 1988-1991  
Rethinking Prisons Task Force, 1987-1991  
Parents in Prison, Inc. Board of Directors, 1983-1990  
Indiana Council of Black Executives, 1986-1991  
United Way of Kanawha Valley Board of Directors Executive Committee, 1984-1986  
YWCA of Nashville Board of Directors, 1981-1983  
East Cleveland Day Care Center, Founding Member of the Board of Directors, 1973-1978  
Independent School of East Cleveland Board of Directors, 1975-77; Vice President, 1976-1977

### **CONSULTATION AND TECHNICAL ASSISTANCE**

Casey Family Programs, Pasadena, California, 2000  
Vera Institute of Justice, New York, N.Y., 1999-2001  
U.S. Department of Justice, Washington, D.C., 1999  
Family and Corrections Network, Waynesboro, Virginia, 1986-1991, 1993-1994  
University of Wisconsin, Milwaukee, Wisconsin, 1991-1992  
Flanner House Community Services Center, Indianapolis, Indiana, 1991-1992  
National Institute of Corrections, Washington, D.C., 1991  
OAR of Marion County, Indianapolis, Indiana, 1988-1991  
Veterans Administration Hospital, Indianapolis, Indiana, 1986-1987  
Marshall University Social Work Program, Huntington, West Virginia, 1984-1986  
West Virginia NASW, Charleston, West Virginia, 1984-1985  
Prentice-Hall, Inc. Englewood Cliffs, New Jersey, 1981-1990  
Mental Health Association of New York State, Albany, New York, 1981-1983  
National Board of the YWCA, New York, New York, 1978-1986

## PUBLICATIONS

"Social Capital and Family Connections." *Women, Girls & Family Connections*, 4, 5 (August/September, 2003). James Rollin, co-author.

"Families, Prisoners, and Community Reentry: A Look at Issues and Programs." *Heading Home: Offender Reintegration into the Family*. Vivian L. Gadsden, Ed. Lanham, MD: American Correctional Association, 2003.

"Fathers in Prison: Responsible Fatherhood and Responsible Public Policies." *Michigan Family Impact Seminars Briefing Report No. 2002-1*, 2002.

"The Importance of Families in Prisoners' Community Reentry." *ICCA Journal on Community Corrections* (2002).

"Prisoners and Families: Parenting Issues During Incarceration." *From Prison to Home: The Effect of Incarceration and Reentry on Children, Families and Communities*. Washington, DC: U.S. Department of Health and Human Services, 2002.

"Fathers in Prison: Responsible Fatherhood and Responsible Public Policies." *Marriage and Family Review*, 32(3/4) (2001).

*Children with Parents in Prison*. Piscataway, NJ: Transaction Publishers, 2001. Cynthia Seymour, co-editor.

"The Importance of Families in Prisoners' Community Reentry." *Family and Corrections Network Report*, 30, 1 (2001).

"Prisoners and Their Families and Friends." *Proceedings of the International Conference on Human Rights and Prison Reform*. Washington, DC: National CURE. (2001).

*Serving Incarcerated and Ex-Offender Fathers and Their Families: A Review of the Field*. Vera Institute of Justice, New York: NY, 2001. John M. Jeffries and Suzanne Menghraj, co-authors.

Foreword. In Patricia O'Brien, *Making It in the "Free World": Women in Transition from Prison*. Albany, NY: State University of New York Press, 2001.

"Justice Matters are Family Matters: Social Work and the Criminal Justice System." *NASW New York State Chapter Update* 24, 2 (1999, August).

*Kinship Care: Improving Practice Through Research*. Washington, DC: Child Welfare League of America, 1999. James P. Gleeson, co-editor.

"Kinship Care When Parents Are Incarcerated: Establishing A Research Agenda." *Kinship Care: Improving Practice Through Research*. James P. Gleeson and Creasie Finney Hairston, Eds. Washington, DC: Child Welfare League of America, 1999.

- "Future Directions for Research on Kinship Care." *Kinship Care: Improving Practice Through Research*. James P. Gleeson and Creasia Finney Hairston, Eds. Washington, DC: Child Welfare League of America, 1999. James P. Gleeson, co-author.
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*Quantification of Human Services Outcomes: A Manual for Applying Program Budgeting, Systems Analysis and Cost Benefit Analysis to Human Service Programs*. Springfield, Virginia: NTIS, 1974. R. O. Washington and Douglas Yates Rowland, co-authors.

#### WORKSHOP/CONFERENCE PRESENTATIONS

"Challenges of Prisoner Re-entry: Family Connections and Social Assets." Paper presented at the Academy of Criminal Justice Sciences 40<sup>th</sup> Annual Meeting, Boston, Massachusetts, March 2003. James Rollin, co-presenter.

- "Challenges of Prisoner Re-entry: Family Connections and Social Assets." Paper presented at the Midwest Criminal Justice Sciences Annual Meeting, Chicago, Illinois, October 2002. James Rollin, co-presenter.
- "Challenges of Reunification." Paper presented at the National Network for Women in Prison, 10<sup>th</sup> National Roundtable for Women in Prison, New York, New York, June 2002.
- "Juvenile Justice System 103 Years After Jane Addams." Keynote address given at the There are No Disposable Children Symposium on Juvenile Justice, Chicago, Illinois, April 2002.
- "Fathers in Prisons: Responsible Fatherhood and Responsible Public Policies." Paper presented at the Michigan Family Impact Seminars, Lansing, Michigan, February 2002.
- "Faculty Issues Faced by All Deans." Paper presented at the National Association of Deans and Directors of Social Work Programs Annual Meeting, Nashville, Tennessee, February 2002.
- "The Impact of Incarceration on Families." Paper presented at the National Policy Conference of the National Institutes of Health, Bethesda, Maryland, December 2001.
- "Prisoners and Families: Parenting Issues During Incarceration." Paper presented at the National Policy Conference: From Prison to Home, Bethesda, Maryland, December 2001.
- "Prisoners and Their Families and Friends." Paper presented at CURE's International Conference on Human Rights and Prison Reform, New York, New York, October 2001.
- "What Works: Family Importance—Reintegrating Family to Offender." Paper presented at the Research Plenary of the International Community Corrections Association, 37<sup>th</sup> Annual Conference, 9<sup>th</sup> Annual Research Conference, Philadelphia, Pennsylvania, September 2001.
- "Social Work Management and Leadership." Paper presented at the Illinois-NASW Conference, Lisle, Illinois, September 2001.
- "Improving Outcomes for Children and Families of Incarcerated Parents." Paper presented at the North American Conference on Fathers Behind Bars and in the Streets, Durham, North Carolina, September 2000. Robin Bates, co-presenter.
- "Mothers in Prison." Paper presented at the Annual Meeting of the American Academy of Criminology, Toronto, Canada, November 1999.
- "Innovations in Service Delivery." Paper presented at the National Weed and Seed Conference, Houston, Texas, August 1999.
- "Incarcerated Parents and Their Children." Keynote address at the Prison Family Support Service's Annual Meeting, Richmond, Virginia, February 1999.



- "Serving Children with Parents in Prison: Working with Incarcerated Fathers." Paper presented at the Child Welfare League of America's Annual National Conference, Washington, D.C., February 1999.
- "Establishing Policy Directions." Plenary session moderator and panelist at the Fifth North American Conference on the Family and Corrections, Bethesda, Maryland, September 1998.
- "Improving Outcomes for Young Children of Criminal Offenders Through the Integration of Policy, Research, and Practice." Workshop presented at Head Start's Fourth National Research Conference, Washington, D.C., July 1998.
- "Keeping Love and Hope Alive: Private Family Visits." Panelist at the Sixth National CURE Convention, Washington, D.C., June 1997.
- "The Importance of Prison Visitation." Paper presented at the Sixth National CURE Convention, Washington, D.C., June 1997.
- "Publish or Perish? That is the Question." Paper presented at the Association of Social and Behavioral Scientists Annual Meeting, Nashville, Tennessee, March 1997.
- "University-Community Partnerships." Paper presented at the Council on Social Work Education Annual Program Meeting, Chicago, Illinois, March 1997.
- "Mothers in Prison: Children in Crisis." Keynote address at the Indianapolis Correctional Association Annual Meeting, Indianapolis, Indiana, May 1996.
- "Incarcerated Parents and their Children." Keynote address at the Child Welfare League of America Children of Incarcerated Parents Institute, Washington, D.C., March 1996.
- "The State of Child Welfare." Opening address at the Caring for Children and Families in the Next Century Symposium, Chicago, Illinois, May 1995.
- "The Family Side of Justice." East Carolina University Minority Initiatives Lecture, Greenville, North Carolina, April 1995.
- "Post Conviction Issues in Criminal Justice." Panelist, Illinois Attorney General's Symposium on Criminal Justice, Chicago, Illinois, January 1994.
- "The Challenge of Social Work Curriculum Design." Panelist at the Illinois Association of Family Service Agencies Annual Conference, Chicago, Illinois, November 1993.
- "Pro Family Efforts in the Correctional Process." Paper presented at the Fourth National CURE Convention, Washington, D.C., June 1993.
- "Incarcerated Women and their Children." Paper presented at the National Council on Crime and Delinquency Women and the Justice System Symposium, San Francisco, California, December 1992.

- "Women in Jail: Family Needs and Family Supports." Paper presented at the American Correctional Association 122nd Congress, San Antonio, Texas, August, 1992.
- "Corrections: Twenty-five Years into Reform." Paper presented at the Crime, the Cities, and Presidential Commissions Conference, Chicago, Illinois, October 1992.
- "Family Support and the Justice System: Alternative Perspectives on a Cycle of Failure." Special focus session presented at the Family Resource Coalition Fourth National Conference, Chicago, Illinois, May 1992.
- "Using Research Findings for Program and Financial Resource Development." Workshop presented at the Third North American Conference on The Family and Corrections, Topeka, Kansas, September 1991.
- "Program Strategies for Helping Incarcerated Parents Build Relationships with Their Children." Teleconference presentation for the National Child Welfare Party Line of the University of Southern Maine, December 1990.
- "Parenting Programs in Prison: A Program and Research Agenda." Paper presented at the 120th Congress of the American Correctional Association, San Diego, California, August 1990.
- "Ordinary People, Special Problems: Families of Prisoners." Keynote address at the American Friends Services Committee Regional Forum on Two Hundred Years of Prisons, Dayton, Ohio, March, 1990.
- "Designing and Managing Family-oriented Social Services in Correctional Settings." Workshop presented at the National Association of Social Workers Annual Conference, San Francisco, California, October, 1989.
- "Regulating Parent-Child Communication in Correctional Settings: Policy Recommendations." Paper presented at the Second North American Conference on the Family and Corrections, Albany, New York, April 1989.
- "Fathers in Prison." Paper presented at the Church Action for Safe and Just Communities Annual Seminar, Indianapolis, Indiana, April 1989.
- "Prisoners and Their Families: A Research Agenda." Paper presented at the Annual Meeting of the Academy of Criminal Justice Sciences, San Francisco, California, April, 1988.
- "Regulating Parent Child Communications in Correctional Settings." Paper presented at the First National Conference on the Family and Corrections, Sacramento, California, April 1988.
- "Inmate-Family Ties: Important to Whom and for What?" Paper presented at the 37th Annual Meeting of the Society for the Study of Social Problems, Chicago, Illinois, August 1988.
- "Crime's Other Victims: Families of Adult Criminal Offenders." Paper presented at the Third World Congress of Victimology, San Francisco, California, July 1987.

- "Ordinary People, Special Problems: Families of Adult Offenders."** Paper presented at the Church Action for Safe and Just Communities Annual Seminar, St. Louis, Missouri, March 1987.
- "Families, Offenders, and Post-release Success."** Paper presented at the Annual Program Meeting of the Academy of Criminal Justice Sciences, St. Louis, Missouri, March 1987.
- "Social Work in Juvenile and Criminal Justice Settings."** Faculty development workshop presented at the Council on Social Work Education Annual Program Meeting, St. Louis, Missouri, March 1987.
- "Parents in Prison: A Program to Strengthen Families."** Workshop presented at the Central Regional Conference of the Child Welfare League of America, Columbus, Ohio, April 1985.
- "Black Family Support Systems and Violent Behavior Among Black Males: A Call for New Research Directions."** Paper presented at the Association of Social and Behavioral Scientists Fiftieth Annual Conference, Atlanta, Georgia, March 1985.
- "West Virginia Black Administrators, Faculty and Students: State Colleges and Universities."** Paper presented at the West Virginia Black Leadership Summit Annual Meeting, March 1985.
- "Teaching Inmates Parenting Skills to Prevent Child Abuse."** Paper presented at the First National Conference on the Prevention of Homicide and Other Assaultive Behaviors, Nashville, Tennessee, June 1984.
- "Black Women and the Corrections System: New Research Directions."** Paper presented at the Association of Social and Behavioral Scientists Annual Conference, Nashville, Tennessee, June 1984.
- "Financial Administration and Development."** Advanced management institute presented at the National Learning Center of the YWCA of the USA, Cincinnati, Ohio, April 1983; Phoenix, Arizona, 1984.
- "Not Forgotten by a Few: A Look at the Outside Social Networks of Black Male Prisoners."** Paper presented at the National Association of Black Social Workers Annual Conference, Miami, Florida, April 1983.



**CERTIFICATE OF SERVICE**

I, Gareth White, hereby certify that on this 10th day of March 2004, I caused to be served on the following individuals by regular mail a copy of the foregoing Comments of the Ad Hoc Coalition for the Right to Communicate Regarding Petition for Rulemaking or, in the Alternative, Petition to Address Referral Issues in Pending Rulemaking, which was filed electronically with the FCC today.

Deborah M. Golden  
D.C. Prisoners' Legal Services Project, Inc.  
2639 Connecticut Avenue, N.W. Suite 225  
Washington, D.C. 20008

Stephen G. Seliger  
Laurie S. Elkin  
Seliger & Elkin, Ltd. #500  
155 North Michigan Avenue  
Chicago, Illinois 60601

Barbara J. Olshansky  
Center for Constitutional Rights  
666 Broadway, 7th Floor  
New York, NY 10012

Charles Kennedy  
Frank W. Krogh  
Jennifer L. Kostyu  
Morrison & Foerster, LLP  
2000 Pennsylvania Avenue, N.W. Suite 5500  
Washington, D.C. 20086

Joi Nolen  
Pricing Policy Division  
Wireline Competition Bureau  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

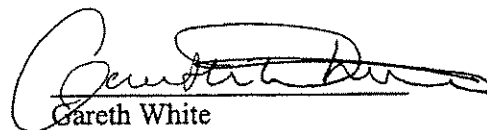
Deena Shetler  
Deputy Division Chief  
Pricing Policy Division  
Wireline Competition Bureau  
Federal Communications Commission  
445 12th Street, S.W., Room 5-A221

Washington, D.C. 20554

Paul C. Besozzi  
Patton Boggs, LLP  
2550 M. St., N.W.  
Washington, D.C. 20037  
(202) 457-5292

Glenn B. Manishin  
Stephanie A. Joyce  
Kelley Drye & Warren LLP  
1200 19th Street, N.W. Suite 500  
Washington, D.C. 20036  
(202) 955-9600

Anita L. Wallgren  
Sidley Austin Brown & Wood, LLP  
1501 K Street, N.W.  
Washington, D.C. 20005  
(202) 736-8468



Gareth White